GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:1372
ANSWERED ON:08.03.2002
REDRESSAL OF CONSUMER DISPUTES
ALE NARENDRA

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether the Chairmen of the tribunals set up for redressal of consumer disputes and secretaries who are incharge of concerned departments in the States have expressed the opinion at a conference that there is a need of strengthening consumer courts in order to provide more protection to the consumers;

(b) if so, whether the Government have formulated any action plan in this regard; and

(c) if so, the details thereof ?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION (SHRI V. SREENIVASA PRASAD)

(a) to (c): The need to strengthen the consumer disputes redressal agencies set up under the Consumer Protection Act, 1986 has been expressed in various fora. The Consumer Protection (Amendment) Bill, 2001 has already been introduced in the Rajya Sabha. The amendments proposed include provisions for strengthening the consumer disputes redressal agencies.